SWC# 3056, Jacada Software
Contract Information and Usage Instructions

Contract Period: Three-year initial term, with zero (0) renewal options.

Start Date: April 1, 2018
Initial End Date: March 31, 2021
Final End Date: March 31, 2021

Summary/Background Information: This contract is used to purchase Jacada software maintenance and technical support. This is a sole-source contract.

State Contact Information
Ericha Ford
Category Specialist
Central Procurement Office
(615) 532-0110
Ericha.Ford@tn.gov

Vendor Contact Information:
Jacada Inc.
400 Perimeter Center Terrace Ste 100
Atlanta, GA 30346
Edison Contract Number #57741
Vendor ID #451
Vendor Contact Name: Oren Shefler
Phone number (404) 775-9608
oshefler@jacada.com

State Agency Ordering Instructions:

1. Please consult the contract line items to determine what support to order. If you need assistance selecting support, please contact Oren Shefler with Jacada.

2. Once you have selected all of the needed support, please contact Oren Shefler with Jacada for a quote.
3. Follow your normal requisition/purchase order process to complete the order once you've received the quote.

Local Government Entity Instructions:

1. Local Governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact Oren Shefler with Jacada with respect to how they would like to conduct business transactions. His contact information is on the first page.
3. The State requires Jacada to report all sales to Local Government entities making use of the State contract.

Access to Contract Documents Online:

1. "***Please check the following URL to ensure you are viewing the most recent version of the usage instructions: https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html**

2. Click on the "Statewide Contract (SWC) Search" link at the top of the page under "Statewide Contract Information". **https://sso.edison.tn.gov/psp/paprd/SUPPLIER/ERP/c/TN_PUBLIC_SUPPLIER.TN_ACTIVE_SWC_CMP.GBL?Page=TN_ACTIVE_SWC&Action=U&ExactKeys=Y&TargetFrameName=None.**
   ➢ Scroll down the list of contracts and locate "Jacada Software". Click on the picture of a folder under the "Details" column.
   ➢ You will get a rectangular box and one of the columns (to the right) will say "Contract Documents", and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment.